

## **City of Westfield Frequently Asked Snow Removal Questions**

### **What can I do as a resident to help the City of Westfield clear the city streets in an efficient and effective manner?**

Prior to a snow event, please remove all vehicles or obstructions from the road and right of way. This includes vehicles, trailers, boats, campers, portable basketball goals and any other obstruction that will impede, slow down or risk the safety of other motorists and snow removal crews.

### **Who is responsible for clearing snow filled streets?**

The City of Westfield clears most streets within the city limits; Apartment complexes, townhomes, and subdivisions with private streets are the responsibility of the management company for those complexes. There are, however, a number of roads in the Westfield area that are the responsibility of other local government agencies. State roads such as SR 32, US31, and SR 38 are the responsibility of the Indiana Department of Transportation. The Hamilton County Highway Department plows roads outside of the City of Westfield city limits. 146<sup>th</sup> Street is an example of a road cleared by the county.

### **When do city crews begin plowing?**

The City of Westfield follows the snow removal guidelines established in the [City of Westfield Public Works Snow Removal Policy](#). Additionally, the city assesses every predicted snow event and establishes a plan for that specific snow event. In general, the city begins to address bridges and intersections of primary and secondary roads for snow events between a trace and two (2) inches of snow. After two (2) inches of snow the city will plow all primary and secondary roads to help move public safety vehicles and traffic. Snow events larger than three (3) inches requires a total push within the city's municipal jurisdiction. For these events all primary, secondary and collector roads are cleared first and then the roads in subdivisions will be addressed. Depending on the magnitude of the snow event, cul-de-sacs are typically cleared last. The city's goal is to clear all streets within (8) eight hours after the snow stops falling but heavier snows often take longer to clear. The City of Westfield currently maintains over 165 miles of roads.

### **Why are cul-de-sacs plowed last?**

Cul-De-Sacs are just the most time-consuming streets to plow. On average, it takes 10 - 15 minutes to clear a cul-de-sac of snow. That is eight times longer than it takes to plow a through street of the same size. Cul-de-sacs are also more difficult to clear because of the limited space in the parkway to dump snow without burying driveways, mailboxes, street lights or fire hydrants.

### **What effects how efficiently and effectively the roads will be cleared?**

The major factors that affect how efficiently the snow will be removed from the roads depends on the quantity of snow that falls, how the weather transitions during the event (rain, sleet, snow, ice) the length of time that the snow event occurs, the type of snow that falls (wet or powder), temperature, and wind factors during and after the snow event (cause drifting).

**Do all streets get salted?**

The determination of what streets get salted depends on the level of the snow event. Typically, bridges and intersections are salted first at the beginning of the snow event. Then primary and secondary roads are salted in response to snow or ice. The City of Westfield will assess if subdivisions will require salt application, however most events do not require the salting of subdivisions, however the Public Works Transportation Division will inspect subdivision entrances to determine if salt application is necessary. Additionally, the Transportation Division will investigate any road condition concerns within subdivisions that are reported and determine if salt application is warranted. It takes about three hours to completely salt primary and secondary city streets.

**Who clears sidewalks and driveways?**

Both are the responsibility of residents and property owners. The city appeals to citizens to clear sidewalks, especially for children walking to school. Residents should shovel snow into the yard, not on to the street. Putting snow on the street causes dangerously slippery conditions for both motorists and pedestrians and is a violation of city ordinance. City crews try to avoid putting large piles of snow in front of driveways; however, this is not always possible. To avoid having to double shovel, simply wait until after your street has been plowed to clear your driveway. Residents are also asked to clear snow around fire hydrants to aid firefighters and in front of mailboxes for the postal carriers.

**Who do I contact if my mailbox was damaged?**

The city is not responsible for mailboxes damaged during snow-plowing if they do not meet guidelines of the [City of Westfield Public Works Departments Mailbox Replacement Policy](#). The City will only replace the mailbox and post if it is directly contacted by the city's snow removal equipment. For more information please review [City of Westfield Public Works Departments Mailbox Replacement Policy](#). To report a mailbox damage, call 804-3150.

**Who clears other property?**

The city is responsible for clearing snow from all the municipally owned properties and parking lot. Business owners are responsible for clearing retail, commercial, and industrial parking lots. Management companies are responsible for clearing snow from private streets.

**Who do I call if my street has not been cleared of snow or if I am unsure who is responsible for clearing snow from my street?**

Please contact the City of Westfield City Services Center at 804-3150, associates will be able to aid you in determining if the city is responsible for clearing snow from your street. If your street has not been cleared of snow after 8 – 10 hours after a snow event, please contact the City Services Center.

**What should I do in an emergency?**

During a heavy snowfall, when emergency services are needed, call 9-1-1. The operator will inform city crews if emergency snow plowing is needed.